



Exeter
Cathedral

Safeguarding Handbook for Staff and Volunteers

Version 1.0

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Foreword by the Dean of Exeter

The Very Reverend Jonathan Greener



Here at Exeter Cathedral, we take safeguarding very seriously, and the maintenance of this Handbook is one of the ways in which we embed good practice at every level of cathedral life. Helping everyone to comprehend and embrace what good practice looks like requires a multi-pronged approach, but this Handbook provides us all with a comprehensive overview of our safeguarding policies and practice.

Our understanding of safeguarding has evolved considerably in recent years, during which the whole idea of safeguarding has risen to prominence and continues of course to do so. It was in 1995 that the Church of England introduced its first Child Protection Policy. Since those early days, our understanding of safeguarding has deepened and broadened in many ways.

- We are so much more conscious of our past, and of the need to hear the voice of survivors and victims.
- We recognise that we need to take special care of vulnerable adults as well as children.
- We acknowledge the need for clear policies, routinely reviewed and updated, and regular training for anyone in a position of responsibility.
- More than that, we now appreciate that it is the vocation of every Christian to be vigilant in making our churches safe, welcoming places, where everyone is enabled to flourish.

There is a great deal of safeguarding related legislation, but for us the driving force has to be theological. Our loving God cares deeply for every single one of his children, and it falls to us, the Church, to embrace and embody that care in our daily life. As an institution, we have to do so systematically. As Christian people, we are called to reflect that love to everyone we meet. The people of God working together can be a real beneficial force, as shown by the widespread embracing of good safeguarding practice. There can never be room for complacency, but the direction of travel is positive, and surely something to be celebrated and built upon.

It is vitally important that anyone with concerns should take them further, and at the very least, this Handbook will enable you to do that.

Thank you for all you do to help the Cathedral to be a safe and welcoming place. Please take the time to read this Handbook carefully, so that we can all play our part in building an inclusive and considerate community, which gives proper care and attention to all who come through our doors.

Purpose of the Handbook

The purpose of this guide is to provide guidance to our staff and volunteers to the support, nurture, protection and safeguarding of all who come into contact with the Cathedral, especially the young and the vulnerable, and recognise that safeguarding is a collective responsibility of the whole church community.

The contents of this Handbook apply to all Church Officers/Office holders and volunteers. Full understanding of, and adherence to, the national and local policies and guidelines should lead to a deepening in the understanding of, and respect for, the rights of children, young people and vulnerable adults as people of faith in the life of the Church.

Under section 5 of the Safeguarding and Clergy Discipline Measure 2016, all authorised clergy, bishops, archdeacons, licensed readers and lay workers, churchwardens and PCCs must have 'due regard' to safeguarding guidance issued by the House of Bishops (this will include both policy and practice guidance).

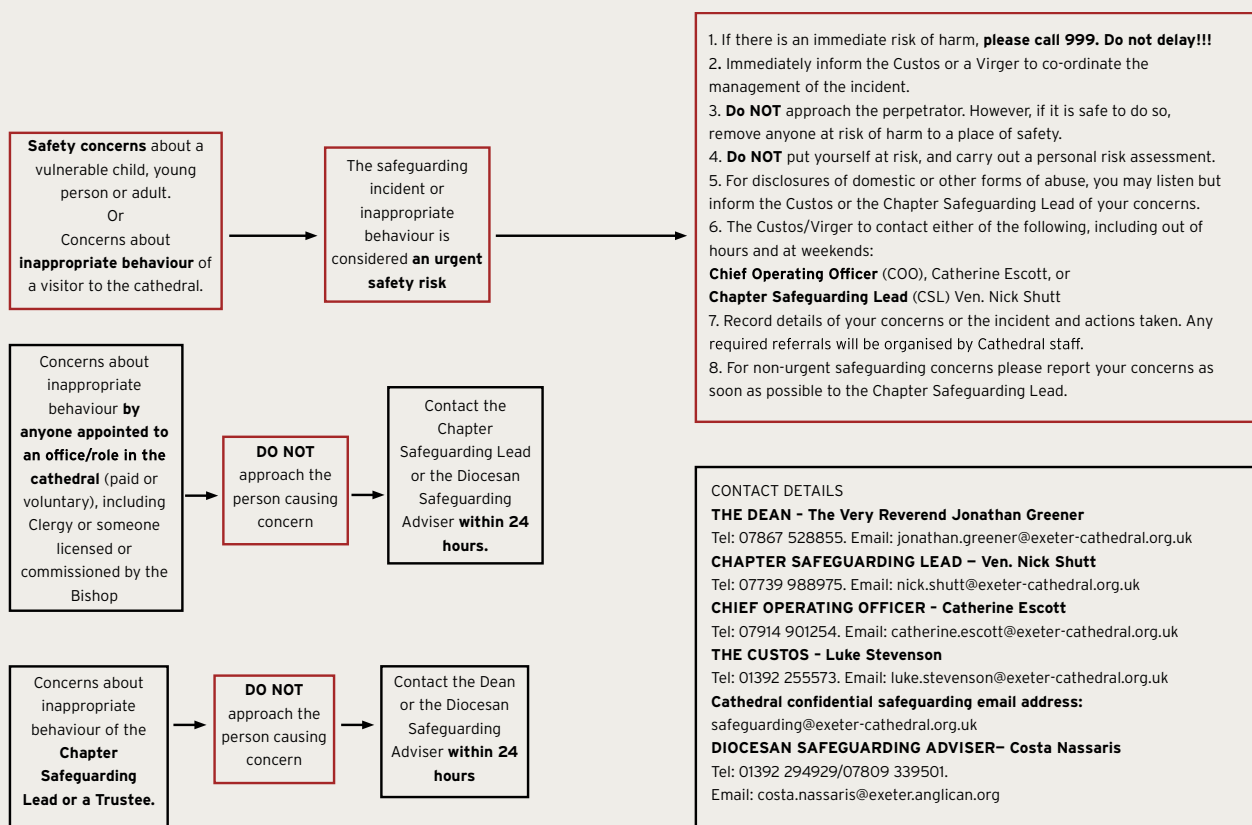
A duty to have 'due regard' to guidance means that the person under the duty is not free to disregard it but is required to follow it unless there are cogent reasons for not doing so. ('Cogent' for this purpose means clear, logical and convincing.) Failure by clergy to comply with the duty imposed by the 2016 Measure may result in disciplinary action.

Safeguarding is everyone's responsibility

Exeter Cathedral's Chapter is fully committed to safeguarding and ensures that appropriate steps are taken to maintain a safer environment for all to practise fully and positively Christ's ministry towards children, young people, and adults; to respond sensitively and compassionately to their needs in order to help keep them safe from harm.

This Handbook sets out our commitment to safeguarding and how safeguarding forms part of our daily lives.

Responding to safeguarding concerns



Introduction

Exeter Cathedral dates back more than 900 years - though there has been a Christian presence on the site since Roman times. It is the seat of the Bishop of Exeter, and serves the whole county of Devon, along with the many visitors and tourists who visit this lovely city each year.

The Cathedral community comprises the Chapter, salaried staff, and many volunteers, who work to support its liturgical and music activities, the experience of visitors, and the upkeep of the historic building. It is primarily a centre of worship and mission. It has a fine and ongoing tradition of choral music, with Evensong every day of the week. It runs a successful Christmas Market in its close. The Market is owned and operated by the Cathedral. More widely, it promotes the building as a venue for a variety of public and private events.

The Cathedral is visited by individuals and groups of tourists - almost 100,000 annually - as well as schools, and other bodies who use it as a meeting place, such as the Mothers' Union. There are private and commercial events of numerous kinds, so that it is often open much later in the evening than might be expected. The Cathedral provides outreach including a Pastoral Support Team and support for the homeless and vulnerably housed people.

The Chapter has committed the Cathedral community to the support, nurture, protection and safeguarding of all who come into contact with the Cathedral, especially the young and the vulnerable, and recognise that safeguarding is a collective responsibility of the whole church community.

The Chapter is fully committed to ensuring the Cathedral acts within current legislation, guidance, national frameworks and the Diocesan Safeguarding procedures and promotes and applies good practice across all its services and activities.

The Cathedral will act in an open, transparent and accountable way in working in partnership with the Diocesan Safeguarding Officer, Children and Adult Social Care Services, the Police, Probation Services and other agencies to safeguard children and vulnerable.

1. Reporting a safeguarding concern

What to do if you are concerned about the welfare of a child/vulnerable young person/adult, or are concerned about perceived inappropriate behaviour of a church officer/member of staff or volunteer or member of the public:

What do I need to do?

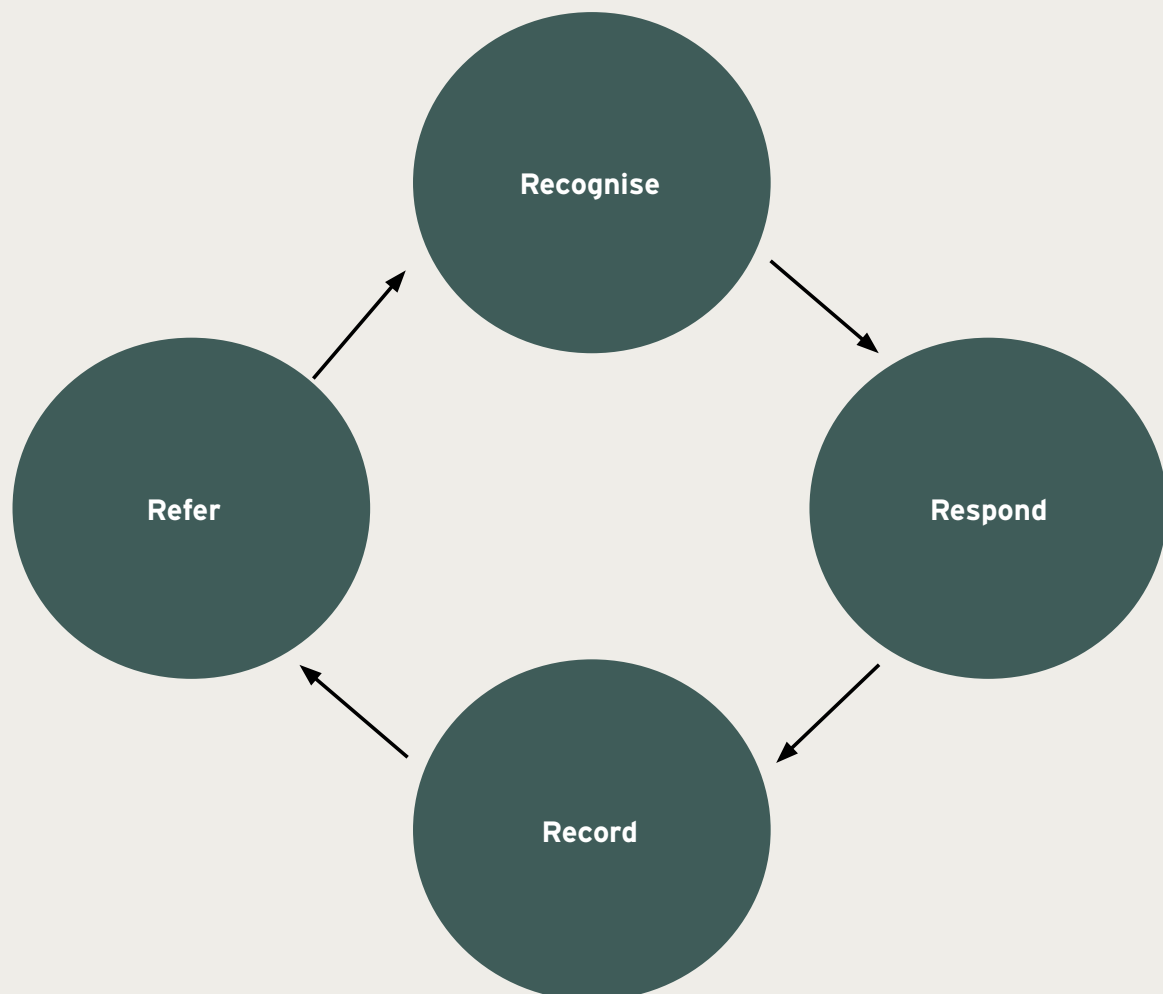
The Four 'R's:

RECOGNISE - the signs that could indicate that abuse is happening or could indicate there is a risk of neglect

RESPOND - sensitively and listen; do not investigate

RECORD - what you have been told factually, using the words of the person who disclosed to you where possible

REFER - immediately to your Safeguarding Representative, your parish clergy or the Diocesan Safeguarding Team. If there is an immediate risk of harm, then you should dial 999 or contact Children's or Adult Services directly, informing us afterwards.



1.1. Safeguarding emergency/immediate danger/incidents/disclosure of domestic abuse

If either a child, vulnerable young person or adult is in immediate danger or requires medical attention, including disclosures of domestic violence where there is an immediate risk of harm, please take the following steps:

1.1.1 **Immediately call the emergency services on 999. Do not delay!**

1.1.2. **Immediately** inform the Custos or a Virger.

1.1.3. The Custos and the Virgers have radios and can quickly alert other colleagues with radios and arrange access for emergency service vehicles if necessary.

1.1.4. The Custos/Virgers to contact either of the following, including out of hours and at weekends:

• Chief Operating Officer (COO) - Catherine Escott, Tel No. 07914 901254

and/or

• Chapter Safeguarding Lead (CSL) - Ven. Nick Shutt², Tel No. 07739 988975

1.1.5. Any required emergency referral to external agencies will be completed by the Custos/Virger in consultation with the COO or the CSL.

1.1.6. The COO or the CSL will liaise with the CSA/DSA and inform the Dean.

1.1.7. In the absence of the COO and the CSL, the Custos/Virger may seek the advice from a member of the Safeguarding Support Team (details are provided in this handbook) and/or the CSA/DSA.

1.1.8. Never put yourself at personal risk, and if you are unsure, please carry out the Personal Risk Assessment and advise your Volunteer Lead or the Custos where you have concerns.

1.1.9. If the concern is about the actions of a member of clergy, staff or volunteer, the CSA/DSA MUST be informed as soon as possible.

1.1.10. A written report must be provided by the person(s) who witnesses the incident, and sent to the COO and CSL.

¹ Details of different types of abuse can be found at: <https://www.churchofengland.org/sites/default/files/2018-10/types-of-abuse-reference-document-september-2018-proof-copy.pdf>

² Ven. Nick Shutt is a non-executive member of the Chapter, and the Chapter Safeguarding Lead.

1.2. Non-emergency safeguarding incidents

1.2.1 Any safeguarding concern must be shared in a timely way so that it can be promptly addressed.

1.2.2 Please notify the Custos/Virger, who will contact the COO/CSL.

1.2.3 Alternatively, you can use the following email address to lodge your safeguarding concerns:

safeguarding@exeter-cathedral.org.uk

1.2.4 This email address can also be used to make safeguarding related complaints or provide positive feedback. This is a confidential email inbox with limited access, which is automatically copied to the Diocesan Safeguarding Team. A joint decision is made by the COO, CSL, and the DSA/DST on how best to manage the concern(s) expressed.

1.2.5 You can also use the safeguarding contact facility found in the Safeguarding page on the Cathedral's website at:

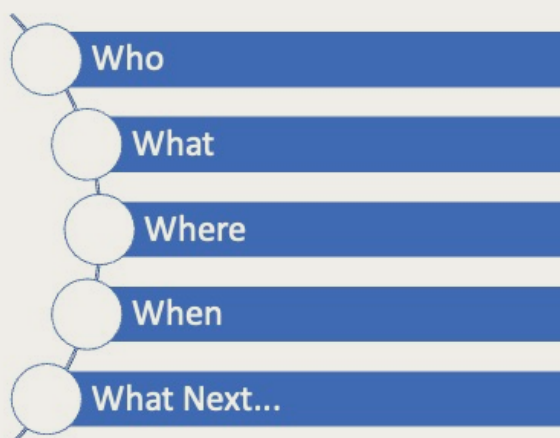
<https://www.exeter-cathedral.org.uk/about-us/safeguarding/>

The contact link uses the same email address shown above in pt 1.2.3.

1.2.6 If your concern arises during a Cathedral led activity, please discuss with the group/activity leader or the Custos or a Virger, who will follow the procedure for reporting a concern.

1.2.7 Where you have reported a perceived allegation of inappropriate behaviour, please do not contact the alleged perpetrator or anyone who may be implicated in the allegation or disclosure. You will be contacted by the person allocated to investigate the allegations.

Record:



1.3. Support

1.3.1 If you have been personally affected by any safeguarding related incident or training and you would like to talk to someone and get help, please speak to your Volunteer Lead or the Custos.

1.3.2. Alternatively, you may also speak to Ven. Nick Shutt:

nick.shutt@exeter-cathedral.org.uk / Telephone No. 07739 988975

1.3.3. If you would prefer to discuss your safeguarding concerns with the CSA/DSA, Costa Nassaris, his contact details are as follows:

Email: safeguardingenquiry@exeter.anglican.org

Telephone No: 01392 294929 / 07809 339501

1.3.4. If your concerns are of a whistleblowing nature, please contact either one of our Whistleblowing Officers:

Ven. Nick Shutt: nick.shutt@exeter-cathedral.org.uk / Telephone No. 07739 988975

Jenny Ellis¹: jenny.ellis@exeter-cathedral.org.uk (initial contact with Jenny can only be made via email)

1.4. Responding to the disclosure of domestic abuse

1.4.1 RESPECT:

- a) Believe the victim/be non-judgemental.
- b) Do not ask for proof.
- c) Assure the victim it is not their fault.
- d) Reassure that confidentiality will be maintained but explain its boundaries, i.e. that you will need to inform the Custos/COO/CSA/DSA of your discussions and concerns expressed.
- e) You cannot make the victim of domestic violence take any action. The most you might be able to do is listen and provide information.
- f) Realistic options for support would be - police, Women's Aid, Refuge, Safe House, etc.
- g) Any required referral would be undertaken by the Custos/CSA/DSA.
- h) Where children are involved, the DSA must be informed.
- i) Ensure that you record the concerns expressed and your discussion. This record will be maintained and dealt with in a confidential manner.

¹ Jenny Ellis is a non-executive member of the Chapter.

1.5. Role of the CSA/DSA

1.5.1 The CSA/DSA will act in line with the House of Bishops' safeguarding guidance.

1.5.2. They will offer advice, support and guidance, and help to make the required referrals. Referrals will be made by the Custos, a Virger in consultation with the COO, and/or the CSL.

1.5.3. If there is a risk of harm, the concerns must be reported to the statutory agencies within 24 hours of the CSA/DSA receiving the concerns. This would be Children's or Adult Social Care and/or the police. In this instance, the CSA/DSA will make the referral.

1.5.3. In the rare and unlikely event that no-one from the Safeguarding leadership can be contacted, and there is a perceived ongoing risk of harm to a child or vulnerable adult, direct contact should be made with Children's Social Care or Adult Social Care and/or the police. In such an event, please notify the CSA/DSA, or your department safeguarding lead, as soon as possible that you have made such a referral.

1.5.5. There will be close communication between the CSA/DSA, the COO and the CSL until the situation is resolved.

1.6. Reporting a safeguarding concern

1.6.1 Where you are reporting perceived inappropriate behaviour, or safeguarding incidents please provide details of the concern or allegation. Where it is not appropriate to take notes at the time (usually it will not be), make a written record as soon as possible afterwards. Record the time, date, location, persons present, and how the concern or allegation was received, e.g. by telephone, face-to-face conversation, letter, etc. Keep it factual.

1.6.2. The Cathedral is also interested in hearing about potential safeguarding concerns, so that prompt remedial action can be taken.

1.6.3. All records are kept secure and confidential, with limited access.

1.6.4. Please also refer to the Diocesan safeguarding webpage, which provides useful information:

<https://exeter.anglican.org/resources/safeguarding/safeguarding-team/>

1.6.5. Any safeguarding concerns must be addressed and shared in a timely way.

Contact details – external agencies

Concerns about children		
Devon Multi-Agency Safeguarding Hub (MASH): 0345 155 1071	Plymouth Children's Services: 01752 308600 Out of hours: 01752 346784	Torbay Multi-Agency Safeguarding Hub (MASH): 01803 208100
Concerns about adults		
Devon - Care Direct: 0345 155 1007	Plymouth Adult Services: 01752 668000 Out of hours: 01752 346984	Torbay Safeguarding Adults Team: 01803 219700
Domestic abuse		
Devon Domestic Abuse Service: 0345 155 1074	Plymouth Domestic Abuse Service: 01752 252033	Torbay Domestic Abuse Service: 01803 698869
Rape Crisis		
Devon & Torbay: 01392 204174	National: 0808 802 9999	Devon & Torbay: 01392 204174

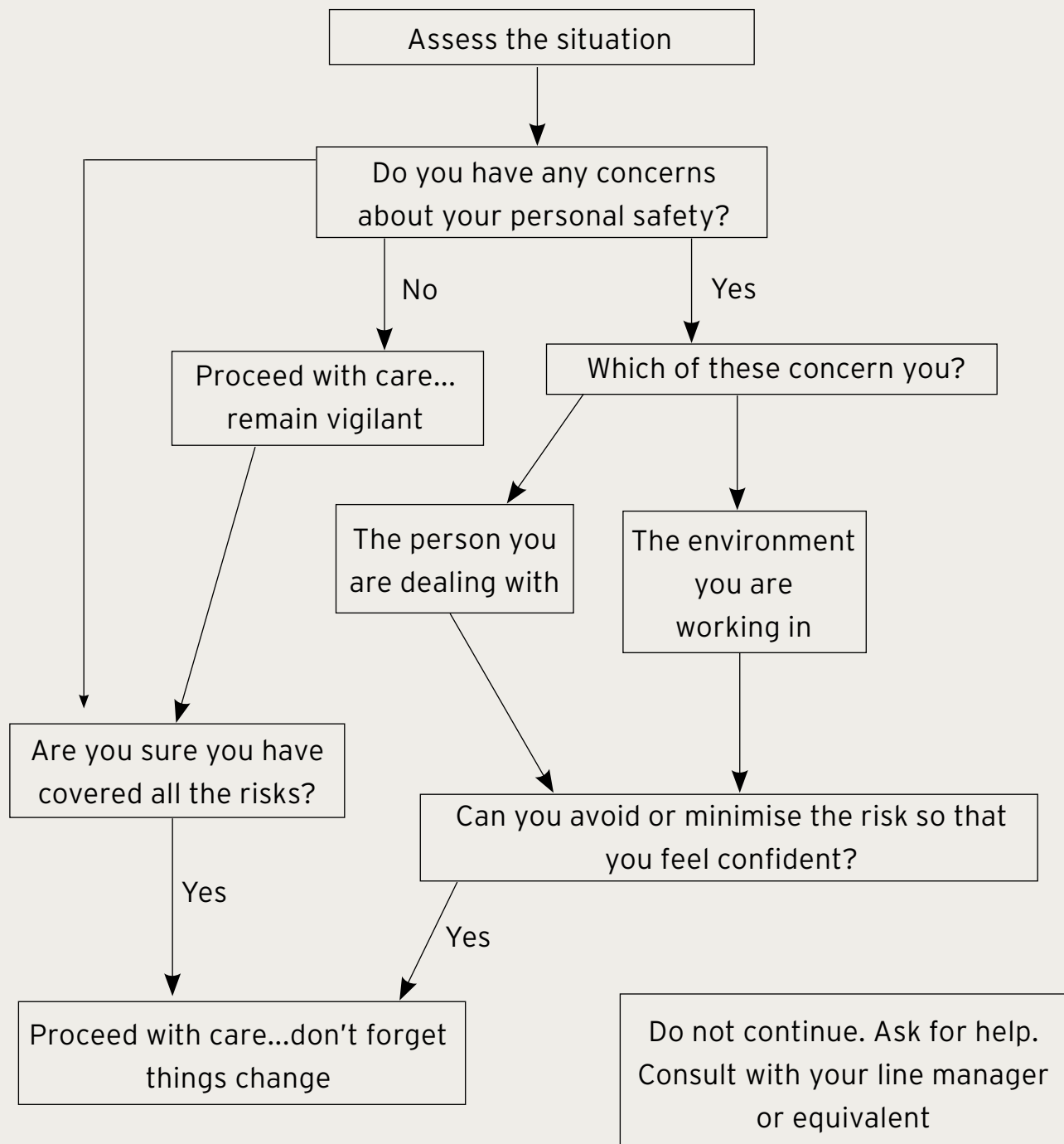
If you need to talk to someone about abuse that may have happened to you, the Church has worked with the NSPCC to set up a confidential helpline: **0800 389 5344**

Children who want to speak to someone about any concerns they have can access online support through the Childline website: **www.childline.org.uk** or can call Childline for free on **0800 11 11**

If you are looking for a local support service, Devon & Cornwall's Victim Care website: **victimcare-dc.org** has a comprehensive directory of organisations and services that can advise, direct or support you.

Personal risk assessment

Use this to assess your environment, and your work practices, as well as for an instant assessment of a situation.



Source: From Personal Safety at Work, Suzy Lamplugh Trust 2006, revised 2008

Cathedral Safeguarding Support Team

Name / Job Title / Contact details	
The Dean The Very Reverend Jonathan Greener Contact No: 07867 528855	Overall responsibility for safeguarding in the Cathedral
Chapter Safeguarding Lead Ven Nick Shutt Contact No: 07739 988975	Delegated to lead on Safeguarding on behalf of Chapter and works closely with the DSA/CSA.
Chief Operating Officer Catherine Escott Contact No: 07914 901254	Overarching role' in relation to safeguarding, particularly as regards to salaried staff and volunteers. The Chief Operating Officer is responsible for paid and volunteer staff including welfare wellbeing.
Canon Precentor James Mustard Contact No: 07763 973647	Responsible for Music and Liturgy, particularly the choir, and link with the Cathedral School.
Canon Chancellor Deborah Parsons Contact No: 07776 359402	Leads on Pastoral Care and Pastoral Support Team.
Canon Treasurer Chris Palmer Contact No: 07906 249132	Oversees the Cathedral's Development Project and the Wednesday Kitchen.
Director of Music Timothy Noon Contact No: 01392 255573	Works closely with the Canon Precentor and has responsibility for the choir and music.
Custos Luke Stevenson Contact No: 01392 255573	Manages the Virgers, overseeing visitors and visitor experience.

If you are concerned that someone you know is at risk of, or is being abused, or presents a risk to others, please seek advice from a Safeguarding Adviser, with the numbers in this table. Or, if necessary, report the matter to the Local Authority Social Care Services or the police without delay.

Staff and volunteers may also approach the Cathedral's Safeguarding Support Team to discuss a safeguarding issue relating to their area of responsibility.

2. Exeter Cathedral's generic key safeguarding messages

2.1. Safeguarding message 1: Everyone has a role in safeguarding

"Safeguarding is a collective responsibility. Each one of us has a part to play in creating a safe and welcoming environment. If you see something, say something - your vigilance can make a difference."

Intended impact:

1. **Promotes awareness:** Emphasizes that safeguarding is not limited to specific individuals or roles but is the duty of everyone in the church community.
2. **Encourages vigilance:** Encourages everyone to be observant and proactive in identifying and reporting concerns.
3. **Fosters collective responsibility:** Helps build a culture where everyone feels accountable for the safety of others.

2.2. Safeguarding message 2: Positive safeguarding stories

"Let's celebrate our success in safeguarding! Through our collective efforts, we've created a safer environment for children, vulnerable adults, and all members of our community. Together, we've achieved a lot and there's more we can do."

Intended impact:

1. **Promotes positivity:** Shifts the focus from the negative aspects of safeguarding to the positive outcomes and success stories.
2. **Motivates participation:** Inspires and motivates by showing tangible results and benefits of efforts.
3. **Enhances morale:** Boosts morale by highlighting positive examples and improvements.

2.3. Safeguarding message 3: Training and support are available

“Need help or unsure about a safeguarding issue? Training and support are always available. Don’t hesitate to contact us – we’re here to help you feel confident and equipped to handle safeguarding matters.”

Intended impact:

1. **Reduces hesitation:** Encourages you to seek help and support, reducing the fear or uncertainty you might feel about dealing with safeguarding issues.
 2. **Empowers and equips:** Ensures everyone knows that resources and training are available to help you understand and fulfil your safeguarding responsibilities.
 3. **Creates a supportive environment:** Reinforces the message that the Cathedral is a supportive community where seeking guidance is encouraged and valued.
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Safeguarding implementation guide

1. **Consistent communication:** Share these messages regularly through various channels, such as during sermons, in newsletters, on notice boards, and through social media.
2. **Engage leadership:** Ensure that our Trustees and senior staff frequently echo these messages to reinforce their importance.
3. **Interactive sessions:** Incorporate these messages into training sessions, workshops, and discussion groups to foster deeper understanding and commitment.

By sharing these simple, clear, positive safeguarding messages, Exeter Cathedral can effectively promote and embed a culture of safety, vigilance, and collective responsibility.

3. Promoting a safer church

In accordance with Church of England's policy, *Promoting a Safer Church the House of Bishops' Safeguarding Policy and Practice Guidance*, and the *CofE Safer Environment and Activities*, Exeter Cathedral is committed to the safeguarding of children, young people, and vulnerable adults who may be at risk.

The Cathedral works in partnership with the Diocese of Exeter to ensure that we operate in accordance with best practice at all times.

The care and protection of children, young people and vulnerable adults are the responsibility of the whole Cathedral community, whether clergy, staff, volunteers, contractors or members of the congregations. Everyone who participates in the life of the Cathedral has a role to play in promoting a safe environment for all.

We have embraced the Church of England Safeguarding Policy Statement that is based on five foundations and offers six overarching policy commitments:

3.1. Promoting a safer environment and culture

We will–

3.1.1 Respect all children, young people and vulnerable adults and promote their well-being.

3.1.2 Strive to create and maintain environments that are safer for all, that promote well-being, that prevent abuse, and that create nurturing, caring conditions within our Cathedral for children, young people and vulnerable adults.

3.1.3 Work to continue to strengthen and review these environments. This will be done by training, support, communication, learning, governance and quality assurance processes.

3.1.4 Strive to support all office holders and volunteers to adhere to safer working good practice and to challenge the abuse of power.

3.1.5 Ensure that processes are in place that listen to and advocate on behalf of children, young people and vulnerable adults within the knowledge that they will be cared for.

3.1.6 Ensure that all office holders and volunteers follow the CofE Safer Environment and Activities guidance found [here](#). This guidance should be used for all activities involving children, young people and vulnerable adults, either within church buildings or in other locations but carried out on behalf of the Cathedral. These activities could be Sunday schools, crèches, holiday clubs, youth clubs, mixed age groups, trips, choirs, bellringing, lunch clubs, pastoral home visiting and support, mental health support groups, outreach to the homeless, food banks and so on.

3.1.7 Make use of the structured approach to risk management as detailed in the CofE Safer Environment and Activities guidance.

3.2. Safer recruitment

We will–

3.2.1 Safely recruit and support all those with any responsibility related to children, young people and vulnerable adults within the Church

3.2.2 All applicants whether paid or voluntary will be recruited applying the principles of the safer recruitment process.

3.2.3 Select and vet all those with any responsibility related to children, young people and vulnerable adults within the Church, in accordance with the House of Bishops safeguarding policy and practice guidance.

3.2.4 Disclosure and Barring Service (DBS) checking is undertaken for roles where there is legal eligibility for an application.

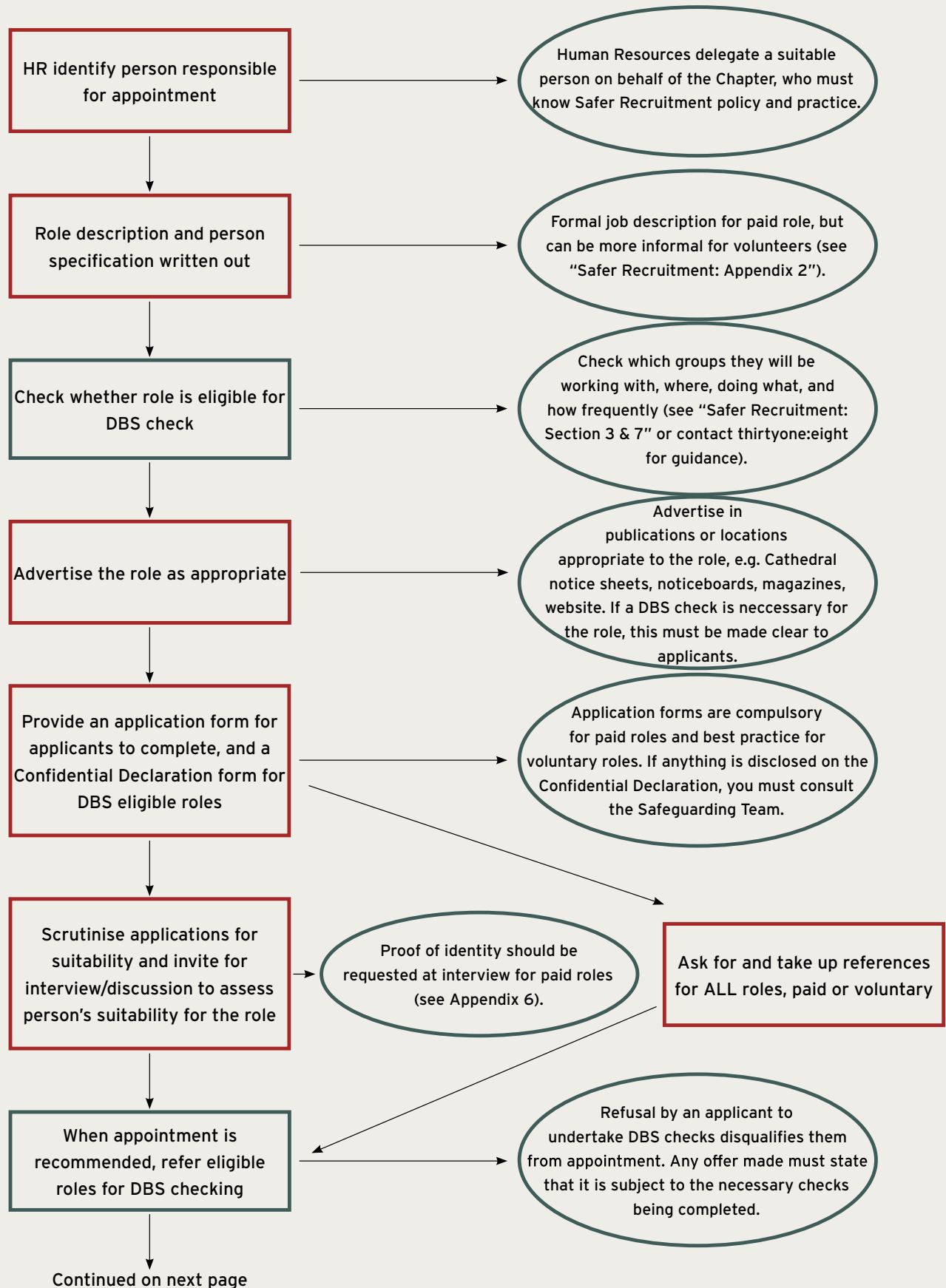
3.2.5 Where in the recruitment process for any Cathedral role (paid or voluntary), information is revealed – such as a significant disclosure within the DBS certificate – or any other information to suggest an individual may pose a risk, a risk assessment will be carried out by the Diocesan/Cathedral Safeguarding Adviser, or with their guidance and support.

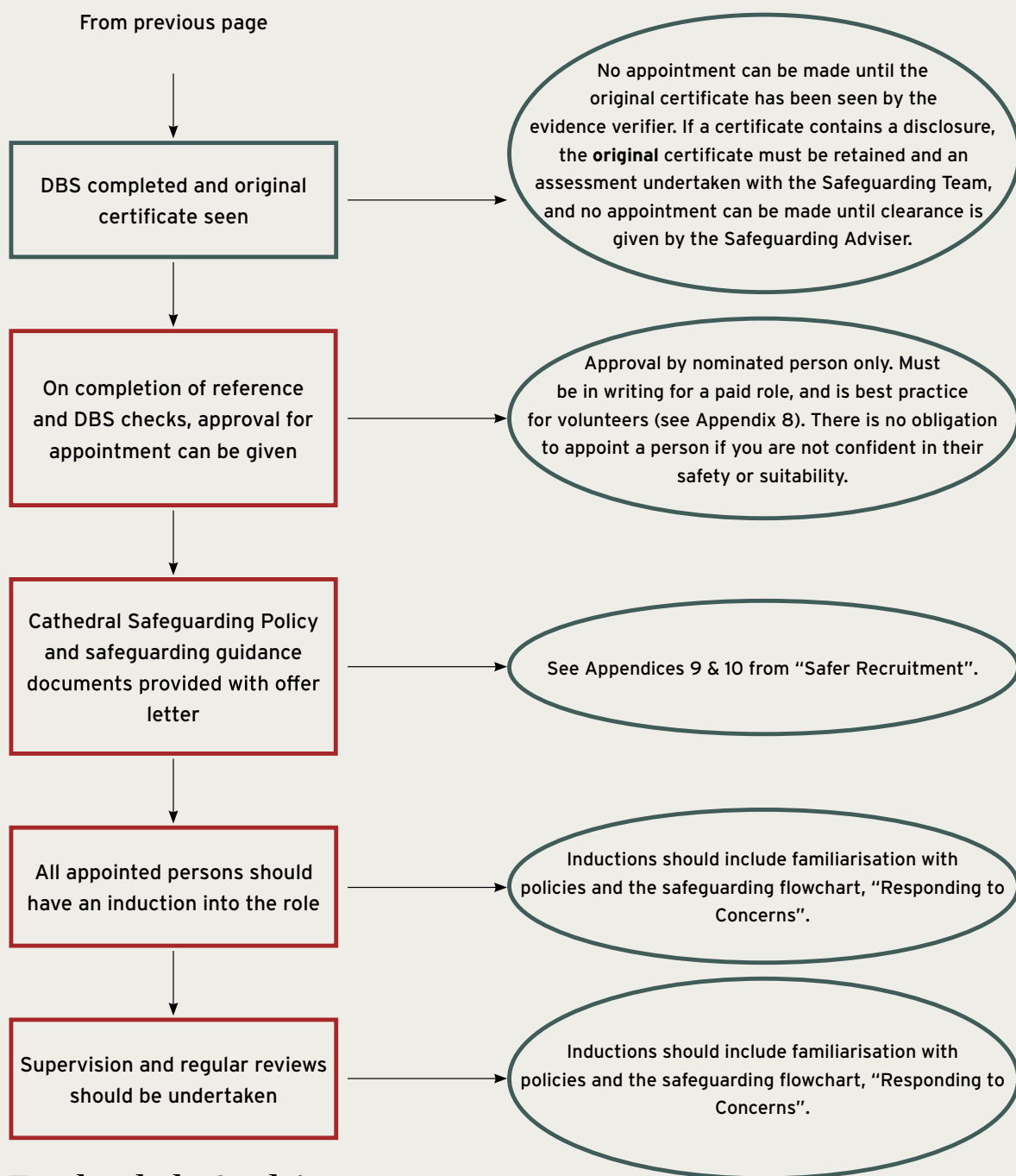
3.2.6 Train and equip all office holders and volunteers to have the confidence and skills they need to care and support children, young people and vulnerable adults and to recognise and respond to abuse. This will be done by supporting the roll-out of consistent and accessible safeguarding training in accordance with House of Bishops safeguarding policy and practice guidance.

3.2.7 Induction training will be given to all new staff and volunteers as appropriate.

You can find the “Safer Recruitment” document with its appendices and other useful resources on the Diocese of Exeter website at: <http://exeter.anglican.org/resources/safeguarding/resources/>

Safer recruitment process:





Further help & advice

For queries relating to the stages in red, please contact the Diocesan Safeguarding Team.

safeguardingenquiry@exeter.anglican.org

For queries relating to the stages in green, please contact the Diocesan DBS Coordinator.

dbs@exeter.anglican.org

thirtyone:eight Helpline (previously CCPAS): 0303 003 11 11

3.3. Responding promptly to every safeguarding concern or allegation

We will–

3.3.1 Respond to respectfully and in a timely manner anyone who brings any safeguarding suspicion, concern, knowledge or allegation of current or non-current abuse to our notice, in line with statutory child and adult safeguarding procedures and the House of Bishops safeguarding policy and practice guidance.

3.3.2 Record all safeguarding work in line with the House of Bishops safeguarding practice guidance.

3.3.3 Report all suspicions, concerns, knowledge or allegations, that reach the threshold for reporting to the statutory authorities, irrespective of the status of the person. All office holders and volunteers will cooperate with the statutory authorities in all cases.

3.3.4 Respond to concerns or allegations of abuse relating to office holders and volunteers, and act in accordance with the requirements of criminal, civil and ecclesiastical law, and so doing respect the rights and uphold the safeguards afforded in these, both to the victim/survivor and the subject of concerns or allegations.

3.4. Caring pastorally for victims/survivors of abuse and other affected persons

We will–

3.4.1 Endeavour to offer care and support to all those that have been abused, regardless of the type of abuse, when or where it occurred.

3.4.2 Fully commit to continuing to learn how to respond in a supportive and healing way to the needs of those who have suffered abuse.

3.4.3 Provide a compassionate response, a listening ear and take seriously those who have suffered abuse within the Church.

3.4.4 Respond to any disclosure of abuse in accordance with House of Bishops policy and practice guidance. This will be done in collaboration with the relevant statutory agencies in accordance with criminal, civil, charity and ecclesiastical law.

3.4.5 Offer appropriate pastoral care and support according to the agreed need to the family, parish, congregation, and others, with due regard to the right of privacy of those directly involved, and to the administration of justice.

3.5. Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons

We will–

3.5.1 Respect the rights under criminal, civil, charity and ecclesiastical law of an accused office holder or volunteer including the clergy and trustees in exercising our responsibilities to suspicions, concerns, knowledge or allegations of abuse.

3.5.2 Endeavour to maintain a legal presumption of innocence during the statutory and Church inquiry processes. As the process progresses additional assessment, therapy and support services may be offered by the Diocesan Safeguarding Team.

3.5.3 Take responsibility for ensuring that steps are taken to protect others when any office holder or volunteer is considered a risk to children, young people and vulnerable adults. This will be done by working to mitigate any identified risks according to a safeguarding agreement.

3.5.4 Be mindful of the need to provide support to members of families, parishes and congregations affected by the office holders or volunteers in such situations, while being cognizant that office holders or volunteers who are the subject of concerns or allegations of abuse belong to families, congregations and church communities.

3.6. Responding to those that may pose a present risk to others

We will–

3.6.1 Open our doors to all, based on the message of the Gospel and endeavour to offer pastoral care and support to any member of the Cathedral's community who may present a known risk.

3.6.2 Ensure that any risk has been assessed and is being managed in a safeguarding agreement in accordance with House of Bishops policy and practice guidance. This will be done in collaboration with the relevant statutory agencies in accordance with criminal, civil and ecclesiastical law.

3.7. Maintaining a safer environment

Safeguarding means the action the Cathedral takes to promote a safer culture.

This means we will–

3.7.1 Promote the welfare of children, young people and adults, work to prevent abuse from occurring;

3.7.2 Seek to protect those that are at risk of being abused and respond well to those that have been abused;

3.7.3 Take care to identify where a person may present a risk to others, and offer support to them whilst taking steps to mitigate such risks;

3.7.4 Take appropriate steps to maintain a safer environment for all and to practice fully and positively Christ's Ministry towards children, young people and adults;

3.7.5 Respond sensitively and compassionately to their needs in order to help keep them safe from harm;

3.7.6 All Office holders and Volunteers are asked to uphold the Code of Safer Working Practices found [here](#) and are expected to report any breaches of this code to the Chief Operating Officer. Office holders and volunteers who breach this code may be subject to disciplinary procedures or asked to leave their role. Serious breaches may also result in a referral made to the relevant statutory agency.

3.8. Safeguarding core principles

We will adhere to the following key principles that underpins the Cathedral's approach to safeguarding practice:

3.8.1 The welfare of the child, young person and vulnerable adult is paramount;

3.8.2 Integrity, respect and listening to all;

3.8.3 Transparency and openness;

3.8.4 Accountability;

3.8.5 Collaboration with key statutory authorities and other partners;

3.8.6 Use of professional safeguarding advice and support both inside and outside the Church;

3.8.7 A commitment to the prevention of abuse;

3.8.8 The active management of risk;

3.8.9 Promoting a culture of informed vigilance;

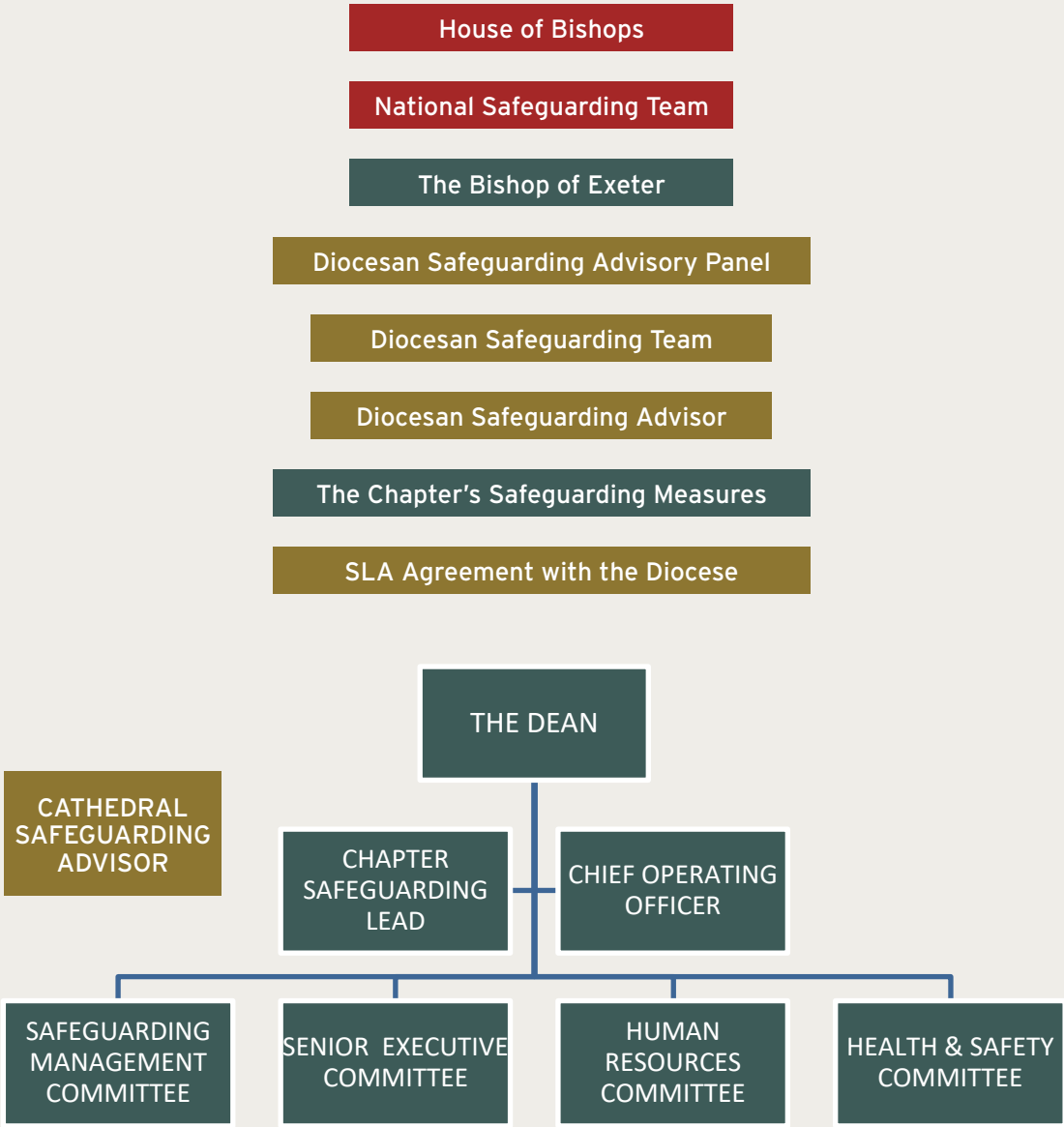
3.8.10 Regular evaluation to ensure best practice.

3.9. Promoting a safer culture

We will promote and maintain a safer culture that protects and promotes the welfare of children, young people and vulnerable adults, and in order to do so we will ensure:

- 3.9.1 A leadership commitment, at all levels, to the importance of safeguarding and promoting the welfare of children, young people and vulnerable adults.
- 3.9.2 A safeguarding policy that is available to the Chapter, office holders and volunteers.
- 3.9.3 A clear line of accountability within the Cathedral for work on safeguarding.
- 3.9.4 Clear reporting procedures to deal with safeguarding concerns and allegations.
- 3.9.5 Clear roles for Chapter, staff, and volunteers.
- 3.9.6 Practice and services informed by on-going learning, review and by the views of children, young people, families and vulnerable adults.
- 3.9.7 Safer recruitment procedures in place.
- 3.9.8 Clear arrangements for support and/or supervision.
- 3.9.9 Safeguarding training is made available for all Chapter, Staff and volunteers working with or in contact with children, young people and/or vulnerable adults.
- 3.9.10 Effective working with statutory and voluntary sector partners.
- 3.9.11 Publicly advertised arrangements for children, young people and vulnerable adults to be able to speak to an independent person, as required.
- 3.9.12 Complaints and whistleblowing procedures that are well publicised.
- 3.9.13 Effective information sharing.
- 3.9.14 Good record keeping.
- 3.9.15 Maintain a safer church action plan.

4. Exeter Cathedral’s safeguarding governance framework



N.B. The Chapter Safeguarding Lead has no line management or operational responsibility as a non-executive member of the Chapter. Full details of the key roles and responsibilities of Church Office Holders and Bodies Practice Guidance can be found [here](#).

4.1. Identifying safeguarding serious incidents and reporting to the Charity Commission

As a registered charity, Exeter Cathedral's trustees must report any "Serious Incidents" occurring within their charity to the Charity Commission. The House of Bishops' guidance explains how to identify when a safeguarding Serious Incident occurs and sets out the procedure for reporting such incidents to the Charity Commission [here](#).

4.1.1 What is a safeguarding "Serious Incident?"

A safeguarding Serious Incident is an adverse event, whether actual or alleged, which results in or risks significant harm to the Cathedral's beneficiaries, employees, office holders, volunteers or to others who come into contact with the charity through its work. This includes where there are allegations or incidents of abuse of or risks to beneficiaries or others connected with the Cathedral's activities.

4.1.2 The following are examples of what should be reported to the Charity Commission as a safeguarding Serious Incident:

- A) Vulnerable adults or children have been, or are alleged to have been, abused or mistreated while undertaking Cathedral activities, or by someone connected with the Cathedral or by a Church Officer, for example a trustee, a member of the clergy, an employee or a volunteer;
- B) a member of the clergy, an employee or a volunteer has been abused or mistreated (alleged or actual) and the abuse or mistreatment is connected with the activities of the Cathedral (for example it occurred during a religious service, a home visit by clergy or a pastoral visitor or an activity or event run by the Cathedral);
- C) there has been a breach of the House of Bishops' guidance or other safeguarding procedures or policies at the cathedral which has put other persons who come into contact with the Cathedral through its work at significant risk of harm, including failure to report safeguarding concerns to statutory agencies or to carry out relevant vetting checks which would have identified that a person is disqualified in law, under safeguarding legislation, from working with children, young people or adults;
- D) it is brought to the attention of the person appointed by the Chapter as the lead safeguarding person or the safeguarding officer for the Cathedral (the "Cathedral Safeguarding Officer") that an allegation has been made against a Church Officer, employee or volunteer in relation to a safeguarding matter which is not related to their work or volunteering role in the Cathedral, but the nature of the allegation is such that they are assessed as a potential risk by the Cathedral Safeguarding Advisor and action is taken to manage any identified risk that person may pose to the Cathedral's work; or
- E) alleged or actual incidents in the workplace which have resulted in or risk significant harm to trustees, employees, office holders or volunteers and are considered to be "serious" in the context of the charity. An incident should always be reported where the level of harm to the victims and/or the likely damage to the reputation of or public trust in the Cathedral and its Chapter is particularly high. For example: allegations of serious sexual abuse of and by a staff member, office holder or volunteer; abuse by a senior member of staff or office holder or if a widespread culture of bullying, abuse or sexual harassment is uncovered.

4.1.3 *When should a Serious Incident be reported to the Charity Commission?*

The Charity Commission expects Serious Incidents to be reported to it “promptly”, i.e. as soon as is reasonably possible after it happens, or immediately after you become aware of it.

Failure to report a Serious Incident that subsequently comes to light may be considered by the Charity Commission to be mismanagement, or a serious governance failure. This could result in the Charity Commission taking regulatory action, particularly if further abuse has taken place following the initial Serious Incident that was not reported.

4.1.4 *Who should make the Serious Incident Report?*

The responsibility for making a Serious Incident report in a timely manner rests with the Chapter as the charity trustees but the Chapter can delegate the reporting of Serious Incidents to a third party. The reporting of safeguarding Serious Incidents to the Charity Commission should normally be delegated to the Cathedral Safeguarding Advisor / the Chapter Safeguarding Lead or the Chief Operating Officer, as appropriate using the Charity Commission’s online form [here](#).

4.1.5 *Informing the NST and others about safeguarding Serious Incidents reported to the Charity Commission*

Once the Chapter has reported a safeguarding Serious Incident to the Charity Commission, the Chapter must also send a copy of the Serious Incident Report, and a copy of any follow-up reports made to the Charity Commission, to the:

- NST at rsi.nst@churchofengland.org ;
- Diocesan Safeguarding Adviser;
- Diocesan Bishop, as the Visitor for the Cathedral; and
- Cathedral’s auditors.

The NST will consider whether:

- a) The House of Bishops’ Code of Practice and Guidance, and any other policies and procedures, may require revising, or further training may be needed, in order to address any concerns identified.
- b) Anyone within the wider Church needs to be informed about any Serious Incident that has been reported and, if so, the NST will take the necessary steps to inform the relevant persons, complying at all times with any requirements to maintain confidentiality and to protect sensitive personal data.

4.2. The House of Bishops

- 4.2.1 Provides leadership and direction in promoting a Safer Church.
- 4.2.2 Develops, approves and implements safeguarding policy and practice guidance to ensure consistency in best practice across the Church.
- 4.2.3 Makes regulations in relation to safeguarding.
- 4.2.4 Ensures minimum standards of safeguarding training for clergy.

4.3. The National Safeguarding Team

- 4.3.1 Develops and implements a 'Promoting a Safer Church' business plan that outlines the actions towards promoting a safer culture throughout the Church of England.
- 4.3.2 Provides expert advice, guidance and support to dioceses, cathedrals, National Church Institutions and other Church bodies in respect of safeguarding policy, training, casework and communications.
- 4.3.3 Develop and support the implementation of House of Bishops' safeguarding policy and practice guidance.
- 4.3.4 Develop and support the roll out of a national Training and Development Framework.
- 4.3.5 Develop and implement quality assurance processes, to measure progress and compliance including ensuring that lessons learnt from case reviews inform and improve practice.

4.4. The Diocesan Bishop

- 4.4.1 The diocesan bishop is ultimately responsible for ensuring good safeguarding arrangements and practice in the diocese in line with the House of Bishops' safeguarding policy and guidance.
- 4.4.2 Seeks to ensure that there is a structure to manage safeguarding in the Diocese with clear lines of accountability between Diocesan groups and bodies. In addition to ensure that there are clear arrangements in place with cathedrals and any other relevant Church bodies e.g. religious communities, TElS.
- 4.4.3 The bishop also appoints the Diocesan Safeguarding Advisor.

4.5. The Diocesan Safeguarding Advisory Panel (DSAP)

- 4.5.1 Offers external expertise and challenge to the Diocese on safeguarding matters.
- 4.5.2 Advise and make recommendations to the Diocesan bishop and senior leadership team on the development and effectiveness of safeguarding arrangements.
- 4.5.3 Seek to ensure the implementation of House of Bishops' safeguarding policy and practice guidance.
- 4.5.4 To have particular regard to the rigour of the Church's arrangements to respond to allegations against church officers, manage risk and support victims/survivors of abuse.
- 4.5.5 Consider information and themes from quality assurance processes e.g. Diocesan self-assessments, lessons learnt reviews, independent audits and file audits to make recommendations to improve safeguarding arrangements.
- 4.5.6 To monitor the Diocesan requirements relating to safer recruitment, DBS Disclosures and safeguarding training and advise accordingly.
- 4.5.7 To contribute to the diocesan safeguarding strategy and its annual progress review.

4.6. The Diocesan Safeguarding Adviser

- 4.6.1 Where an allegation that a child or vulnerable adult has suffered abuse is made against a bishop or other church officer in the Diocese or against any other person, advising on whether the allegation should be referred to the police for investigation; and, if the advisor thinks it should be so referred, making the referral.
- 4.6.2 Co-operating with, and supporting the work of, the police, local authorities and other bodies in cases in which it is suspected that a child or vulnerable adult has suffered abuse or is at risk of suffering abuse.
- 4.6.3 Giving advice, information and support to those who have suffered abuse.
- 4.6.4 Giving advice to the bishop and other church officers on safeguarding matters.
- 4.6.5 Providing, or co-ordinating the provision of, training on safeguarding matters.
- 4.6.6 Implementing, or co-ordinating the implementation of, the guidance issued by the House of Bishops.
- 4.6.7 To ensure that training is delivered by suitably experienced qualified trainers.

4.6.8 Issuing guidance on safeguarding matters for church officers in the Diocese and parish safeguarding officers in any parish in the diocese that is consistent with the guidance issued by the House of Bishops.

4.6.9 Where the advisor thinks that safeguarding matters are not being dealt with properly and it has not proved possible to resolve within the Diocese the points at issue, informing the National Safeguarding Team.

4.6.10 Where a clergy risk assessment is required to be carried out, making the arrangements for it to be carried out.

4.6.11 Where a non-clergy risk assessment is required to be carried out, either carrying out the assessment or making the arrangements for it to be carried out.

4.6.12 Giving advice to the bishop and other church officers in the Diocese on the conduct of a clergy or non-clergy risk assessment and, where such an assessment has been carried out, advising on the steps to take in light of it and monitoring any such steps as are then taken.

4.6.13 Promoting good practice on safeguarding matters.

4.6.14 Taking such other action in connection.

4.6.15 Provide regular progress reports to the Chapter on Cathedral case management and other relevant safeguarding matters.

4.7. The Cathedral roles and responsibilities

The Chapter

4.7.1 Accepts its duty of care is to 'Promote a Safer Church' for all in the Cathedral community, and ensure there is a safeguarding strategy in place.

4.7.2 Creates an environment which is welcoming, respectful and safe from abuse, and enables and encourages concerns to be raised and responded to openly, promptly and consistently.

4.7.3 Adopts and implements the House of Bishops' safeguarding policy and practice guidance.

4.7.4 Provides a structure to manage safeguarding in the Cathedral with clear lines of accountability.

4.7.5 Appoints a Cathedral Safeguarding Officer (CSO) (and possibly a deputy if required) to work with the Dean, the Chapter and Cathedral staff to implement House of Bishops' policy and guidance. Make arrangements to ensure appropriate support, supervision and training is provided for these officers. It is

advised that this may be best achieved by entering an agreement with the diocese to share resources and offer an integrated safeguarding service; this may also be achieved by cathedrals in close proximity sharing a resource.

4.7.6 Nominates someone to attend the Diocesan Safeguarding Advisory Panel (DSAP).

4.7.7 Nominates a trustee to take on the role of Chapter Safeguarding lead to assist with the delivery of the Chapter's safeguarding roles and responsibilities.

4.7.8 Collaborates and liaises where required with the statutory and voluntary agencies.

4.7.9 Ensures secure storage of records;

4.7.10 Liaises with the Diocesan Safeguarding Advisor to ensure all safeguarding responsibilities are met within the life of the cathedral as detailed in the Service Level Agreement (SLA).

4.7.11 Ensures that all safeguarding allegations or concerns in relation to a church officer are reported to the DSA in line with House of Bishops' guidance.

4.7.12 Ensures suitable training is provided for church officers, office holders and volunteers in line with the training and development and training framework.

4.7.13 Provides appropriate insurance cover for all activities undertaken in the name of the Cathedral.

4.7.14 Ensures appropriate DBS processes are in place.

4.7.15 Provides a complaints and whistleblowing procedure which can be used for those who wish to complain about the handling of safeguarding issues.

4.7.16 Completes national safeguarding self-assessments as required.

4.7.17 Ensure, in liaison with any affiliated schools, that the Chapter fulfils its statutory responsibilities, and a progress review forms part of the annual safeguarding review. It is important that there is a clear agreement in place between a cathedral and the school that clearly defines where the safeguarding responsibilities of each party begins and ends.

4.7.18 Reviews progress annually, including an annual review of the Cathedral safeguarding policy, practices and procedures.

The Dean

4.7.19 The role of the Dean is to provide leadership concerning safeguarding, and to encourage everyone to 'Promote a Safer Church'.

4.7.20 In every cathedral the Dean will, in Chapter:

- A) Have an oversight of the activities that are the responsibility of the chapter, particularly involving children and vulnerable adults;
- B) Inform and work in co-operation with the DSA in the event of allegations, suspicions or disclosures of abuse, and ensure that those who may present a risk to children; young people and vulnerable adults are effectively managed;
- C) Encourage a culture of safety and vigilance;
- D) Provide an annual report to the bishop on safeguarding policy, procedures, practice and review in the Cathedral.

The Chapter's safeguarding governance

4.7.21 The Dean has overall responsibility for the provision and implementation of safeguarding arrangements in Exeter Cathedral with the support of the Chapter Lead for Safeguarding and the Chief Operating Officer.

4.7.22 The Chapter has nominated a Trustee to take the lead responsibility for Safeguarding.

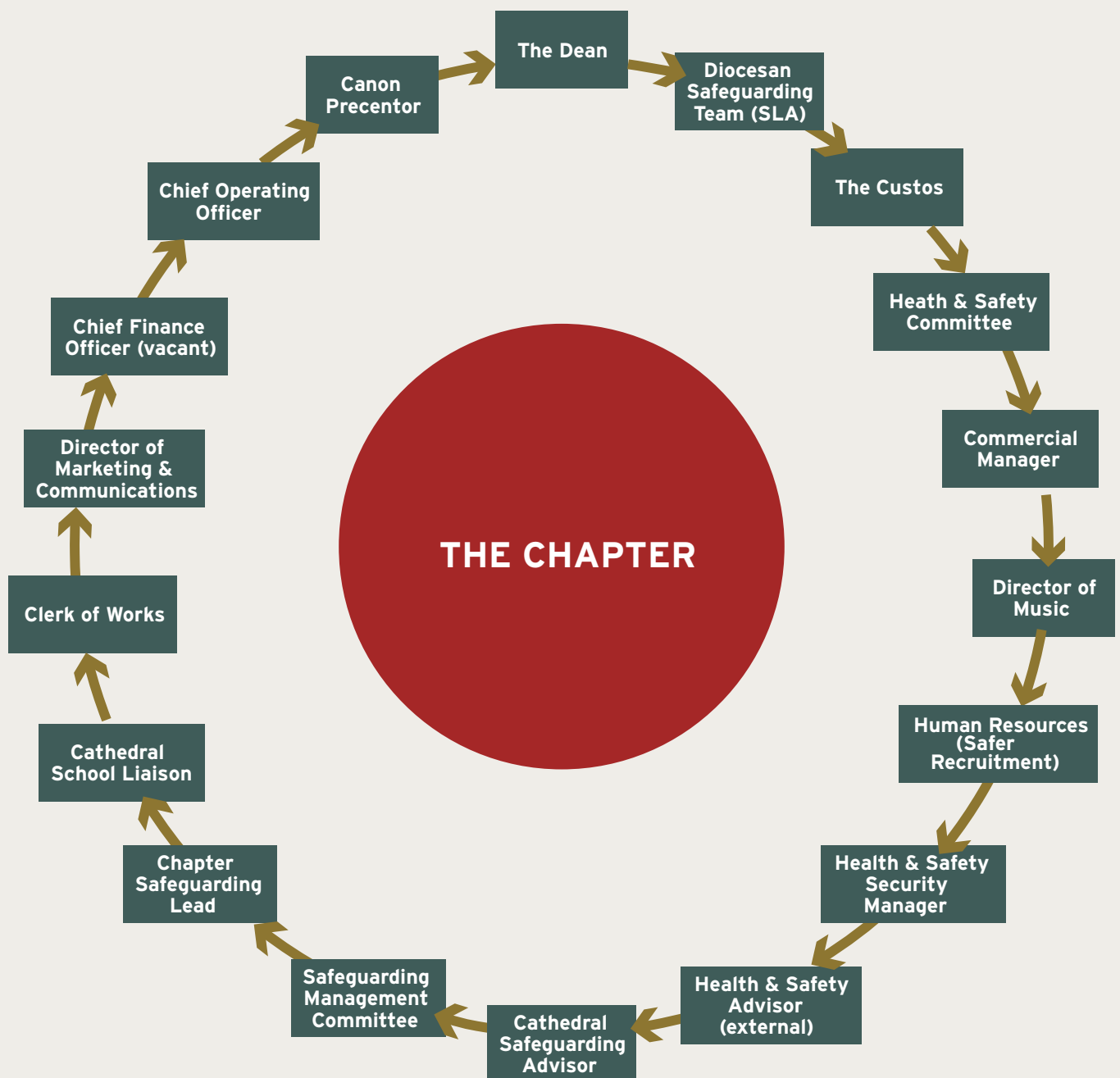
4.7.23 Safeguarding is a standing agenda item for Chapter meetings and other governance committees.

4.7.24 The Cathedral Safeguarding Management Committee (SMC) supports the Dean and the Chapter by coordinating and overseeing the operational and practical implementation of the safeguarding arrangements. It provides a level of scrutiny and quality assurance, to ensure the Church of England and other statutory policy and guidance is adhered to within the context of Exeter Cathedral. The SMC provides regular reports to Chapter via the Safeguarding Chapter Lead who chairs the SMC.

4.7.25 The SMC has a Chapter approved terms of reference and standing membership including external partners to provide independent scrutiny. The SMC's membership includes representatives of the various departments, the Cathedral Safeguarding Advisor/Diocesan Safeguarding Advisor, the Cathedral School liaison, and representatives from our statutory partners (where required).

4.7.26 The Cathedral has in place a Service Level Agreement (SLA) with the Diocese of Exeter for the provision of a professional Safeguarding Advisory Services which provides an accessible and seamless service for anyone within the Cathedral Community, as it does within the wider Diocese of Exeter.

4.7.27 Each Cathedral Department head will have lead responsibility for the safeguarding provision in their respective Departments. There will be a line of communication between staff and volunteers across all aspects for the Cathedral, and those with managerial oversight and responsibility.



5. National safeguarding standards

5.1. The CofE has been in the process of developing a set of National Safeguarding Standards and accompanying Quality Assurance Framework, since 2020. Read more about the National Standards and access resources/self-audit tools etc., using this link.

5.2. The Standards are essential for you to understand the quality and, most importantly, the impact of our safeguarding measures.

5.3. In addition, the Standards provide a simple construct which integrates the complexity of all of our safeguarding activities.

5.4. All such activities, at all levels across the Cathedral, will relate to at least one Standard. Thus, the Standards provide a means of connecting and integrating what might otherwise be experienced as disconnected activities and also enable the Church to easily communicate its commitment to safeguarding.

5.5. The Five National Standards are:

Standard 1	PREVENTION Church Bodies have in place a planned range of measures which together are effective in preventing abuse in their context.
Standard 2	CULTURE, LEADERSHIP AND CAPACITY Church bodies have the safe and healthy culture, effective leadership, resourcing and scrutiny arrangements necessary to deliver high quality safeguarding practices and outcomes.
Standard 3	RECOGNISING, ASSESSING AND MANAGING RISK Risk assessments, Safeguarding Agreements and associated processes are of a high standard and result in positive outcomes. The assessment and management of risk is underpinned by effective partnership working.
Standard 4	VICTIMS AND SURVIVORS Victims and survivors experience the timeliness and quality of Church bodies' responses to disclosures, and their subsequent support, as positively helping the healing process and meeting their needs.
Standard 5	LEARNING, SUPERVISION AND SUPPORT All those engaged in safeguarding related activity in Church bodies receive the type and level of learning, professional development, support and supervision necessary to respond to safeguarding situations, victims and survivors, and respondents, effectively.

5.6. It is not expected that every Church body will be able to meet every indicator overnight. The Standards set out the direction of travel and will enable Church bodies to identify both their strengths and areas for development, which will in turn inform their strategic planning in respect of safeguarding.

5.7. Full details of the National Standards can be found [here](#).

6. Safer recruitment

6.1 The Chapter is cognizant that Safer Recruitment and People Management is an integral part of keeping people safe in the Cathedral and complies with the principles of Safer Recruitment in compliance with the Church of England's Safer Recruitment and People Management Guidance found [here](#), which sits alongside and works in conjunction with Human Resources policies. Hence this guidance focuses recruitment and people management and its principles that apply to all positions involving substantial contact with children and/or vulnerable adults.

6.2 We have implemented the Safer Recruitment and People Management Assessment Tool for the following activities. Each activity has a link that provides further details.

- 6.2.1 Responsibilities
- 6.2.2 Role Descriptions and Person Specifications
- 6.2.3 Advertising roles
- 6.2.4 Application Process
- 6.2.5 Confidential declarations
- 6.2.6 Shortlisting applicants
- 6.2.7 Interviews and Assessment
- 6.2.8 Pre-appointment Checks
- 6.2.9 Disclosure and Barring Service (DBS)
- 6.2.10 Criminal Records
- 6.2.11 Appointment
- 6.2.12 Induction
- 6.2.13 Probationary / Settling in period
- 6.2.14 Ongoing support, accountability, oversight and supervision
- 6.2.15 Learning and Development
- 6.2.16 Record Keeping

6.3 All applicants whether paid or voluntary will be recruited applying the principles of the safer recruitment processes.

6.4 Guidelines for safer recruitment and are available through the Church of England and Diocese of Exeter website: Safer Recruitment and People Management (SR&PM) | Diocese of Exeter (anglican.org)

6.5 Disclosure and Barring Service (DBS) checking is undertaken for roles where there is legal eligibility for an application.

6.6 A list of roles and positions is held by the Chief Operating Officer. There is no overall list of what roles are eligible for a DBS check, but each post should be discussed and agreed on an individual basis with HR to assess if the post comes within regulated DBS activity definitions.

6.7 Where in the recruitment process for any Cathedral role (paid or voluntary), information is revealed such as a significant disclosure within the DBS certificate or any other information to suggest an individual may pose a risk, a risk assessment will be carried out by the Diocesan/Cathedral Safeguarding

Advisor(s) or with their guidance and support.

6.8 Induction training will be given to all new staff and volunteers as appropriate. This will be organised through the Cathedral and diocesan offices in liaison with the relevant line management.

6.9 All staff will have a clearly identified supervisor.

6.10 All new staff will have a three-month probationary period.

7. Understanding abuse

What to look for, signs and symptoms of abuse

7.1. All Church Officers/Office Holders and volunteers should use the CofE Fact Sheet on Types of Abuses found [here](#). This is a best practice reference document for use by those who have a role with children, young people and adults. It contains information about the types of abuse which can occur and how to recognise them, including physical signs and symptoms as well as behavioural changes that you might observe. Bear in mind that children, young people and adults may be subject to one type of abuse or a combination of types of abuse. It is informed by the definitions available in Working Together 2018 and the Care Act 2014.

7.2. Children

Working Together to Safeguard Children 2018 defines abuse as:

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults or another child or children. Abuse is defined as four categories:

- a) Physical
- b) Sexual (e.g. grooming, child sex exploitation, neglect).
- c) Neglect
- d) Emotional

Included in the four categories of child abuse and neglect above, are a number of factors relating to the behaviour of the parents and carers which have significant impact on children such as domestic violence.

Please note that many types of abuse are also criminal offences and should be treated as such.

7.3. Adults

There are many different types of abuse and they all result in behaviour towards a person that deliberately or intentionally cause harm.

The types of abuse are:

- a) Physical abuse
- b) Sexual abuse
- c) Psychological abuse
- d) Financial and material abuse
- e) Modern slavery
- f) Discriminatory abuse
- g) Domestic violence or abuse
- h) Organisational or institutional abuse
- i) Neglect or acts of omission
- j) Self-neglect

7.4. The Chapter has committed the Cathedral community to the support, nurture, protection, and safeguarding of all who come into contact with the Cathedral, especially the young and the vulnerable and recognise that safeguarding is the collective responsibility of the whole church community.

7.5. In order look out for and look after those who may be vulnerable to abuse and to those who may pose a risk, it is important that staff and volunteers understand and know '*what to look out for*', which is why the Cathedral considers training of staff an imperative.

7.6. Abuse against children, young people and adults can happen in public, but it is more likely that it will happen in secret; or at home; and away from the public gaze. That is why it is important that we know what to look for and be aware of; and where we are concerned by what we observe or are told, staff and volunteers are confident and know how to respond and from whom to seek advice.

7.7. In addition to the training provided, there are a number of resources that give an overview of the signs and symptoms of abuse, including domestic abuse; and how to raise concerns if you are worried about a particular situation. These are not detailed or exhaustive. We do not ask that staff and volunteers to become an expert, nor are they expected to become a detective - we want everyone to be vigilant and alert and to have the confidence to know what to do, who to contact and share if a concern arises.

8. Supporting and caring for survivors of abuse

- 8.1. The Cathedral will always offer informed pastoral care and support for survivors of abuse.
- 8.2. We recognise that we are not professional counsellors, or experts in giving practical or legal advice and guidance, so we will always support an individual to seek/or signpost them to other services and bodies that may also be able to help with advice and guidance.
- 8.3. An Authorised Listening Service is provided through First Light - an independent specialist support service for victims and survivors of abuse. Referral can be made directly or through the Cathedral Safeguarding Advisor.
- 8.4. More information can be found on the Diocese of Exeter website: [here](#).

9. Safe spaces for victims and survivors

Safe Spaces is a free and independent support service, providing a confidential, personal and safe space for anyone who has been abused through their relationship with either the Church of England, the Catholic Church of England and Wales or the Church in Wales.

The service is for those who may have experienced any form abuse, including sexual abuse, physical abuse, financial abuse, psychological abuse (including spiritual abuse), domestic abuse, coercive and controlling behaviour.

Further details can be found on their website [here](#).

10. Domestic abuse

10.1. We use the diocesan policy on domestic abuse which is modelled on that of the National Church. Drawing upon the experience of professionals, it sets out principles to prevent abuse, as well as the protocols that must be followed should a problem arise. It also lists information, resources and contact details if further help is needed. It expresses our commitment to understand the dimensions of domestic abuse and, where possible, play our part in preventing and challenging it. Please refer [here](#) for further details or visit the [Diocesan Safeguarding website page](#).

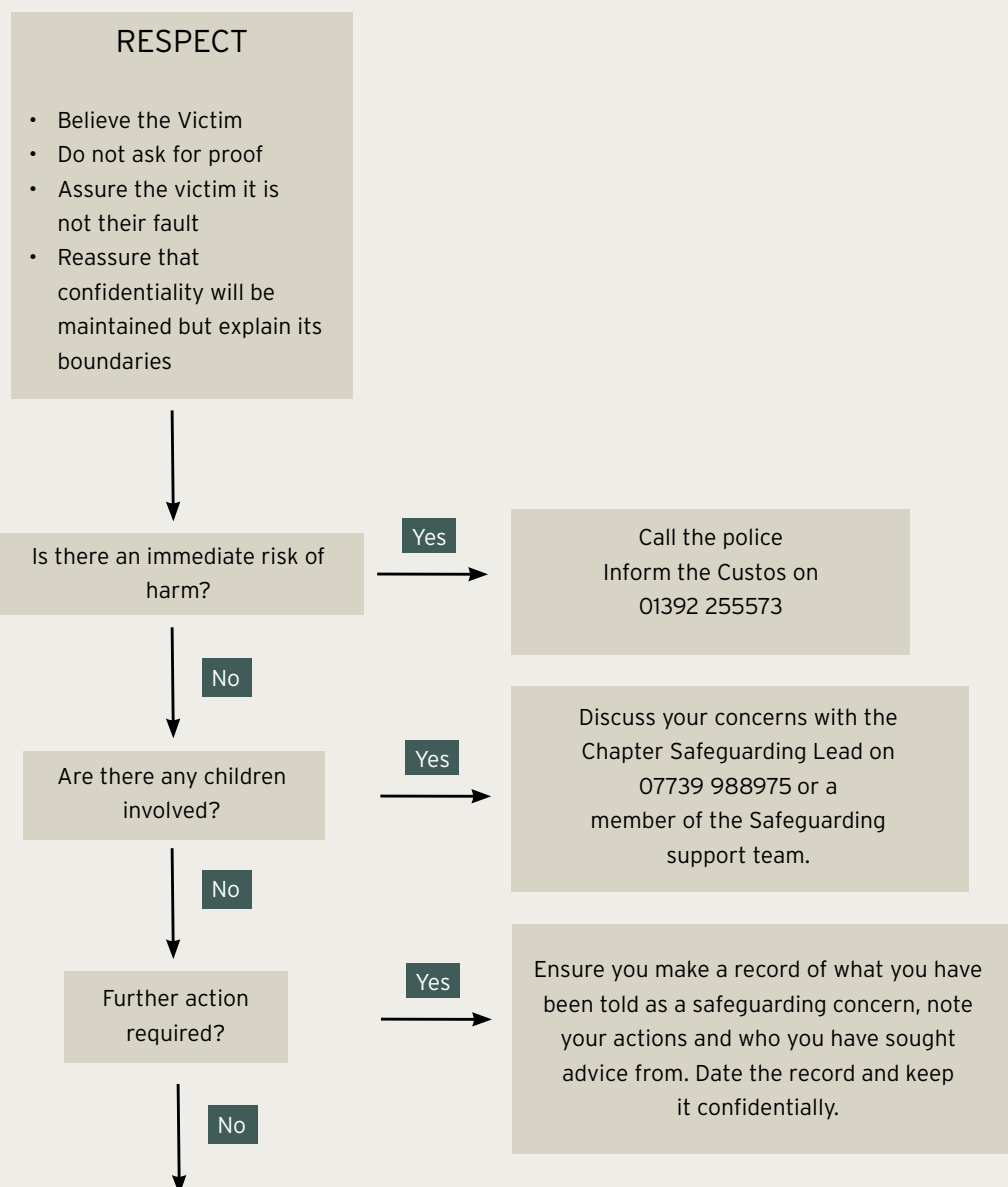
10.2. We recognise that:

- 10.2.1 All forms of domestic abuse cause damage to the survivor;
- 10.2.2 There are no stereotypical victims of abuse. Anyone can be a victim or a perpetrator; regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, or social position;
- 10.2.3 All victims and survivors have the right to equal protection from all types of harm or abuse;
- 10.2.4 Domestic abuse can occur in all communities, including church and faith based communities;
- 10.2.5 Domestic abuse may be a single incident, but is usually a systematic repeated pattern which escalates in severity and frequency;
- 10.2.6 Domestic abuse, if witnessed or overheard by a child, is a form of abuse;
- 10.2.7 Working in partnership with children, adults and other agencies is essential in promoting the welfare of any child or adult suffering abuse.

10.3. Response to domestic abuse

- 10.3.1 In all our activities we respond by - valuing, listening to, and respecting both survivors and alleged or known perpetrators of domestic abuse, whilst appreciating the need to ensure a distance is kept between the two and refusing to condone the perpetration or continuation of any form of abuse.
- 10.3.2 When concerns are raised we respond by - ensuring that those who have experienced abuse can find safety and informed help.

10.3. Response to a disclosure of domestic abuse



Your time has been well spent. The victim will know that they can return to you for further help, that they have been believed and that they are not in the wrong.

You might not be able to offer other opportunities to come and talk.

You cannot make the victim of domestic violence or abuse take any action. The most you might be able to do is listen and provide information.

Ensure you record what you have been told as a safeguarding concern, make a record of your actions and/or advice. Date the record and keep it confidentially.

10.3.1 In all our activities we respond by - valuing, listening to and respecting both survivors and alleged or known perpetrators of domestic abuse, whilst appreciating the need to ensure a distance is kept between the two and refusing to condone the perpetration or continuation of any form of abuse.

10.3.2 In our publicity we respond by - raising awareness about other agencies, support services, resources and expertise, through providing information in public, and gender specific areas, of relevance to survivors, children and alleged or known perpetrators of domestic abuse.

10.3.3 When concerns are raised we respond by - ensuring that those who have experienced abuse can find safety and informed help; working with the appropriate statutory bodies during an investigation into domestic abuse, including when allegations are made against a member of the church community.

10.3.4 In our care we respond by - ensuring that informed and appropriate pastoral care is offered to any child, young person or adult who has suffered abuse; identifying and outlining the appropriate relationship of those with pastoral care responsibilities with both survivors and alleged or known perpetrators of domestic abuse.

10.4. Advice and support

Advice and support is provided by the Cathedral and the Diocesan Safeguarding Team using the details below.

- Catherine Escott, Chief Operating Officer on **07914 901254**.
- Ven. Nick Shutt, Chapter Safeguarding Lead on **07739988975**.
- Costa Nassaris, the Diocesan Safeguarding Adviser on **01392 294969** or email **safeguardingenquiry@exeter.anglican.org**.

Additional details of a wide range of local support services can also be found at the Devon & Cornwall Victim Care website [here](#) which has a comprehensive directory of organisations and services that can provide advice and support.

11. Safeguarding Training Strategy

11.1. Learning is a journey with an outcome, not an event.

Safeguarding training is focused on building healthy communities with a culture of safety, in which the wellbeing of all is ensured and nurtured. Modules reflect the national requirements across all dioceses for ensuring healthy safeguarding practice, responding well to victims and survivors of abuse in the church context. They emphasise the need to work in co-operation with the Diocesan Safeguarding Adviser and with statutory agencies in all safeguarding matters. Training for all church roles will include safer working practices which emphasise the importance of maintaining proper boundaries and a culture of “respectful uncertainty”.

The Chapter has an ambition to ensure safeguarding flows from within the soul of the church and is at the centre of our faith, in our practice, in our worship, in our praying, and in our believing. The current **Safeguarding Learning and Development Framework** is implemented by the Cathedral working closely with the Diocese of Exeter. The courses incorporate theological principles and are characterised by a reflective learning style. There are four core safeguarding courses available via the National Safeguarding Training Portal. Please click on each course title to find out more about how to access the course:

- **Basic Awareness and Foundation Modules**
- **Domestic Abuse Training**
- **Safer Recruitment Training**
- **Leadership Pathway Safeguarding Training**

11.2. Completion of safeguarding training is an expectation, and for many is a mandatory requirement for their role. To maintain currency, safeguarding training should be updated at least once every three years at the highest level of attainment required for your role. There is a separate document that details the Safeguarding training requirement for every role, which can be viewed **here**.

11.3. The Cathedral adhere to the House of Bishops Guidance and National Church of England Safeguarding Training Programme. Training for those with specific roles/responsibilities will be set out in job descriptions, and in appointment and induction processes.

11.4. All office holders, church officers and volunteers must undertake the appropriate level training upon indication and before commencing their role. At a minimum, it is mandatory for all volunteers and staff to complete the Basic Level Safeguarding training.

11.5. Online training as mentioned above is available through the Church of England training portal **here**.

11.6. Refresher training is mandatory for all after three years. The current training programme requires individuals to redo the highest level of training they have completed to date, as required by their role.

11.7. Informal training will be provided using scenarios and update on any guidance that affects the work carried out by volunteers.

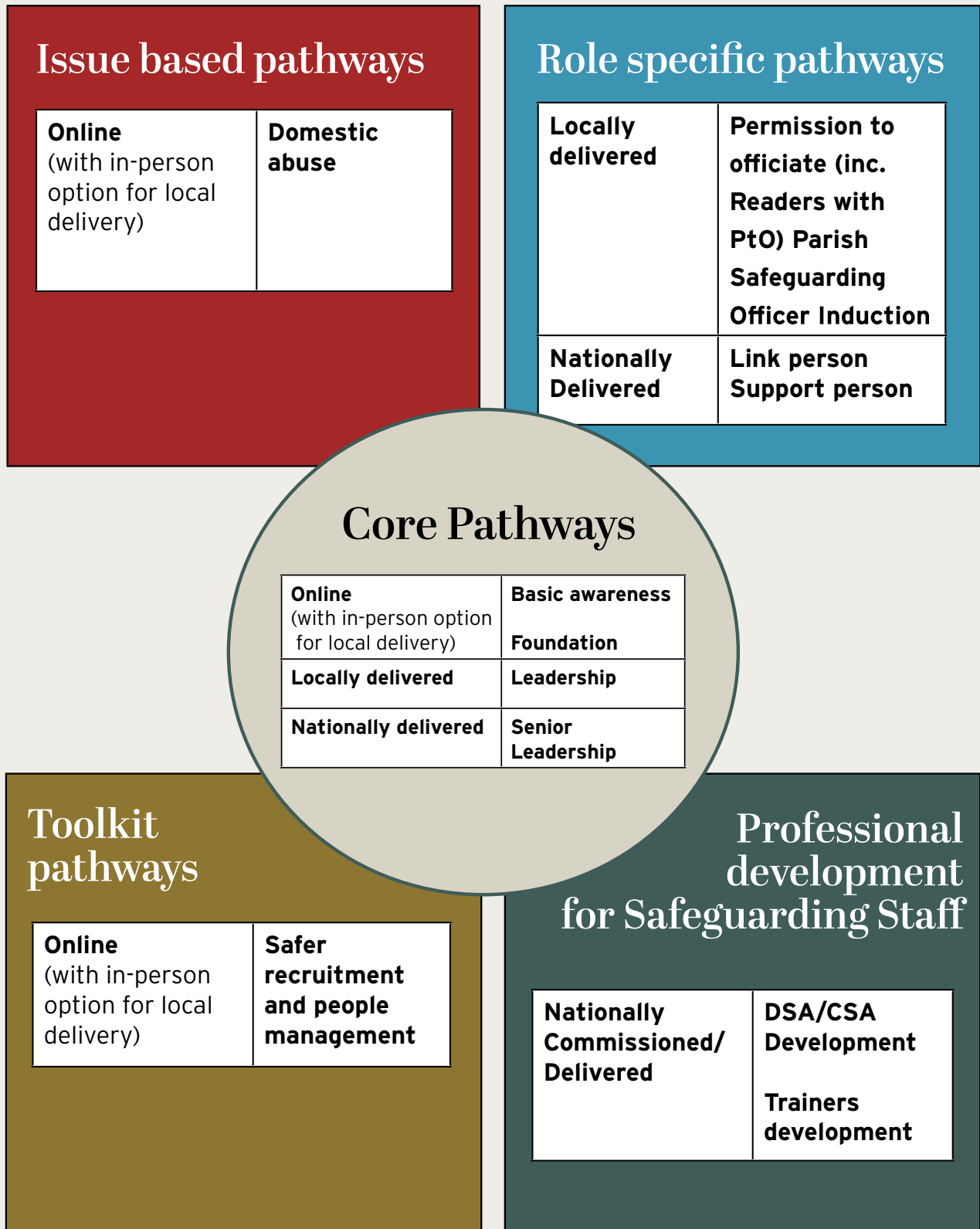
11.8. Updated training will be provided in accordance with the National Training Programme and opportunities to develop and broaden awareness of safeguarding matters are provided.

11.9. All courses are based on those set as Core and Specialist Modules as part of the Safeguarding Training and Development Practice Guidance issued by the House of Bishops. A record of attendance is maintained, and reminders sent to those who have not met minimum requirements.

11.10. The Safeguarding Training Strategy is evaluated, reviewed and adjusted annually in response to new legislation, policies and guidance as advised by the National Safeguarding Team, and feedback from previous training sessions.

Safeguarding learning and development framework

All training follows both the national church schedule of core training and other bespoke training. These include:



12. Managing and supporting offenders or those who may pose a risk

12.1. The Cathedral has a mission and ministry to all. We will work closely with individuals who have offended, or pose a risk to the vulnerable, to ensure they are able to attend worship /events within agreed boundaries.

12.2. In all instances we will work within the national guidelines of the Church of England with individual safety plans that will be shared with the statutory services such as probation as appropriate. These will be reviewed regularly.

12.3. The Cathedral Safeguarding Officer will be responsible for undertaking a risk assessment to inform the nature and appropriateness of such an individual's attendance at the Cathedral. They will work closely with clergy, stewards, and statutory bodies as appropriate to the circumstance.

13. Hirers of the Cathedral and its various venues

13.1. The Cathedral hosts a variety of external hirers for social events, concerts, services, graduations, as a venue for film and other arts.

13.2. It is the responsibility of all hirers to ensure that they have their own safeguarding policies, practices, protocols in place. They will be asked to confirm this in any booking paperwork, but the Cathedral is explicitly not responsible for quality assuring such policies and practise.

14. Appendix

14.1. List of national safeguarding related guidelines

VERSION CONTROL			
Version / Changes Made	Updated by	Approved by	Date
Draft V1 circulated for consultation.	C Pitman CSA	Chapter	Dec 2021
Draft v1 2024 - revised to reflect national safeguarding guidelines and best practice.	External consultant	Nick Shutt & Catherine Escott (on behalf of the Chapter)	

Exeter Cathedral Safeguarding Handbook: June 2024

The Chapter has delegated the authority to approve the revised Safeguarding handbook to Ven. Nick Shutt, Chapter Safeguarding Lead, and Catherine Escott, Chief Operating Officer.

Appendix.

List of national safeguarding related guidelines

1. [The Cathedral Code](#)
2. [The Code of Safer Working Practices](#)
3. [Promoting a Safer Church](#)
4. [National Safeguarding Standards](#)
5. [Responding well to victims and survivors of abuse](#)
6. [Guidance for Cathedral Chapters - Identifying Safeguarding Serious Incidents and reporting to the Charity Commission](#)
7. [Safer Recruitments and People Management Guidance](#)